

**BULLETIN 2000 - 02****Date: October 29, 1999**

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship, Training, Employer and Labor Services (OATELS) Washington, D.C. 20210	<u>Distribution:</u>  A-541Headquarters A-546 All Field Tech A-547 SAC; Lab. Com	<u>Subject:</u> New Apprenticeable Occupation -Hotel Associate  <u>Code:</u> 200
Symbols: DSNIP/JBMD		Action: Immediate

**PURPOSE:** To inform the Office of Apprenticeship Training, Employer and Labor Services (OATELS), Bureau of Apprenticeship and Training (BAT) Staff of a new apprenticeable occupation.

Hotel Associate  
RAIS Code: 1035  
O\*NET Code: 43-4081.00  
Training Term: 4000 Hours  
Type of Training: Time - based

**BACKGROUND:** Request for apprenticeability consideration for this occupation was submitted by Salvatore D'Amore on behalf of the Atlantic County Vocational School Mays Landing New Jersey, Hilton General Managers, Brunswick, New Jersey and Atlantic City Hilton, Atlantic City, New Jersey

A suggested work process schedule and outline of related instruction are attached.

This occupation will be added to the Bureau's list of recognized apprenticeable occupations. For further information contact ATR John B. Mc Dowell.

**ACTION:**

Note: State Directors, please share this information with our SAC partners where appropriate.

Attachment

**WORK PROCESS SCHEDULE  
HOTEL ASSOCIATE**

O\*NET CODE: 43.4081.00 AIMS CODE: 1035

**DESCRIPTION:** Performs any combination of the following duties to provide front-of-the-house services to customers in hotel, motel, or similar lodging establishment, following house policy and based on knowledge of hospitality industry standards, customer services, and overall mission of the establishment. Greets, registers, and assigns rooms to customers, at front desk. Processes, confirms, cancels, and records reservations, in person, or by phone, communicating required information and accommodating requests. Operates multi-line telephone console to answer and route internal and external telephone calls, providing information to callers and recording messages. Coordinates with housekeeping on availability of rooms ready for occupancy, and prepares work assignments, based on lists of vacant rooms and prospective check-outs and knowledge or procedures involved in turnover process. Keeps records of room availability and customers' accounts and prepares reports, manually or using computers. Answers inquiries pertaining to services and activities conducted at establishment and nearby, including shipping, dining, and travel directions.

**ON THE JOB TRAINING**

<b><u>Hours</u></b>	<b><u>Approximate</u></b>
<b>A. Front Desk</b>	<b>1280</b>
1. Front Office Orientation	
2. Guest Registration	
3. Guest Check Out	
4. Guest Satisfaction/Verbiage	
5. Night Audit/Sellout Procedure	
6. Operation/Administration	
7. Supervisor Skills/Human Resource	
8. Supervisor, Tasks Checklists	
9. Guest Services/Coat Check Duties	
10. Concierge/Box Office	
<b>B. Front Services</b>	<b>320</b>
1. Door Person Duties	
2. Bell Person Duties	
3. Valet Parking Procedures	
4. Transportation Services	
<b>C. Housekeeping</b>	<b>520</b>
1. Guest Room Attendant	
2. Supervisor's Role	
3. Public Areas	
4. Uniform Shop	
<b>D. Reservations</b>	<b>400</b>
<b>E. Telephone Room</b>	<b>200</b>

<u>Hours</u>	<u>Approximate</u>
F. Facilities	200
G. Sales/Convention Services/Catering	80
H. Health Club/Recreation	80
I. Human Resources	320
J. Food and Beverage	320
K. Property Specific Services (Casino Services)	80
L. Property Specific Services (Security)	200
<b>Total Hours</b>	<b>4000</b>

**RELATED INSTRUCTION  
HOTEL ASSOCIATE**

O\*NET CODE: 43.4081.00 AIMS CODE: 1035

<u>Suggested 1st Year</u>	<u>Approximate Hours</u>
1. Personal Computer Training (working with standard business software programs/ basic computer skills)	42
2. Bilingual Training (English as a second language/Spanish)	20
3. Conflict Resolution Training/ Handling difficult people	30
4. Hotel Accounting/Business Math	40
5. Hours Health and Safety (OSHA/CPR/Sanitation)	12
 <b><u>Suggested 2nd Year</u></b>	
6. Labor Relations/Labor Law	42
7. Basic Business Management	40
8. Sales and Marketing	12
9. Social Skills and Customs Diversity in the Workplace	40
10. Community Service	10

*Suggested Related Instruction 144 Hours each year of Apprenticeship Training.*

<b>Total Hours</b>	<b>288</b>
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